

MEMORANDUM

TO: Chairman Sara Kyle
Director Eddie Roberson
Director Pat Miller
Director Ron Jones

FROM: Carsie Mundy
Chief, Consumer Services Division

DATE: June 13, 2007

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-MAY¹

Regulated utility complaints received and investigated in May:	64
Non-regulated complaints received and investigated in May:	11
Number of follow-up investigations made in May:	455
Year-to-date regulated utility complaint total:	326
Number of Telemarketing complaints investigated in May:	35
Year-to-date Telemarketing complaints:	281
Year-to-date total of Tennesseans signed up for Do Not Call Register:	3,063,425
Number of active telemarketing solicitors:	517
Number of Do Not Call Renewal Applications Approved:	144
Number of Do Not Fax complaints investigated in May:	84
Year-to-date total of Do Not Fax complaints:	249
Year-to-date total TDAP devices ordered:	570
Number of calls to Verizon Relay Center: Intrastate: 25,821 Interstate: 3,114	28,935
Number of calls to Cap Tel Center: Intrastate: 29,320 Interstate: 4,124	33,444
Number of Lifeline Applications Approved:	120
Number of Link-up Applications Approved:	25
Total number of calls answered in the queue:	957
Outgoing calls to consumers generated by the queue:	810

(Reflects number of complaints received in May 2007 for Utility 1 & Utility 2)

¹ Data in this report may change as information is updated.

Telephone Companies

1. BellSouth	34
2. Embarq	7
3. TDS	2

CL

ECS**Gas, Water & Electric**

1. AT&T Residential	1
2. XO	2

Long Distance**Regulated Complaints for NR Companies**

1. AT&T Residential	2
2. BellSouth	1
3. MCI	1

Billing Agents

1. OAN	1
2. ILD Telecommunications	1
3. ZPDI	1
4. USBI	1

Resellers

1. Excel	2
2. Qwest	1
3. Legacy Long Distance	1
4. Teltrust	1
5. Vartec	1

1. Antioch Water	1
2. Atlanta Gas	1
3. Hickory Star Water	4
4. NGC	2
5. Tennessee American Water	1

1. Local Biz USA	1
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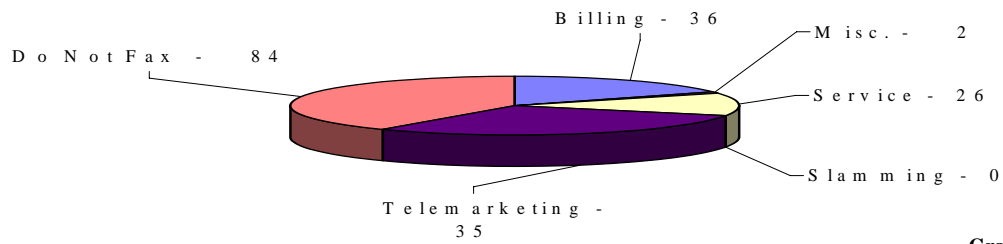
Wastewater

1. Lynwood	4
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Non-Regulated Complaints

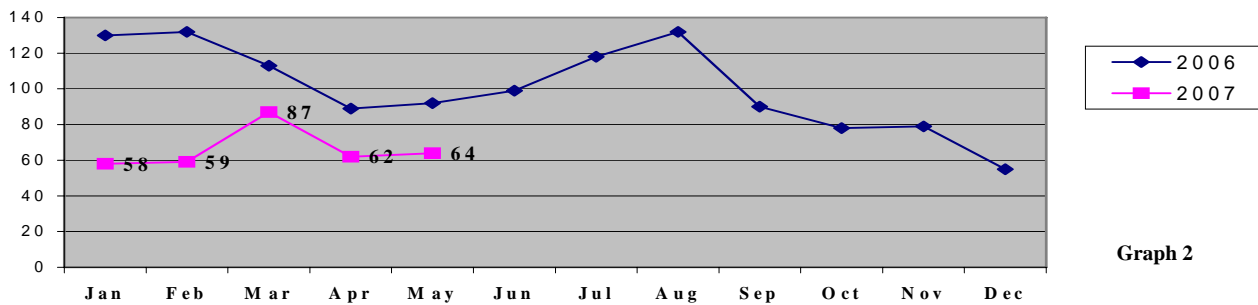
1. BellSouth	9
2. CenturyTel	1
3. ZPDI	1

Regulated Complaint Totals for May:



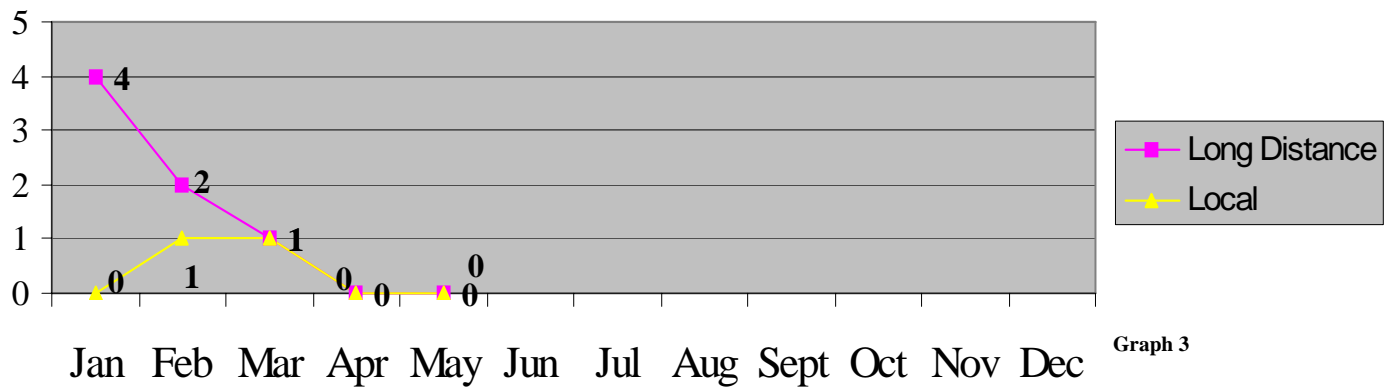
Graph 1

Regulated Utility Complaints:



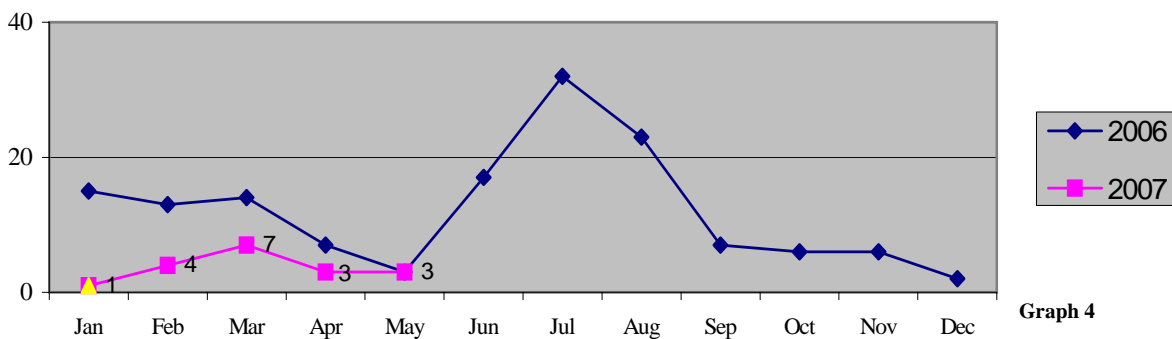
Graph 2

Slamming Totals:



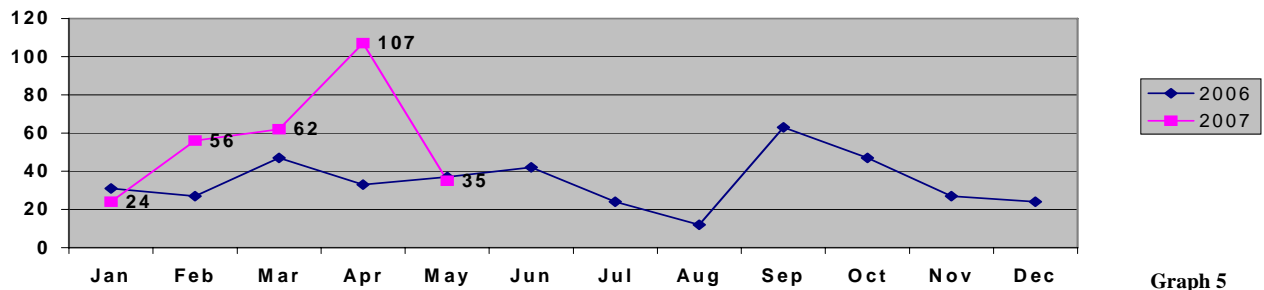
Graph 3

County Wide Calling Complaints:



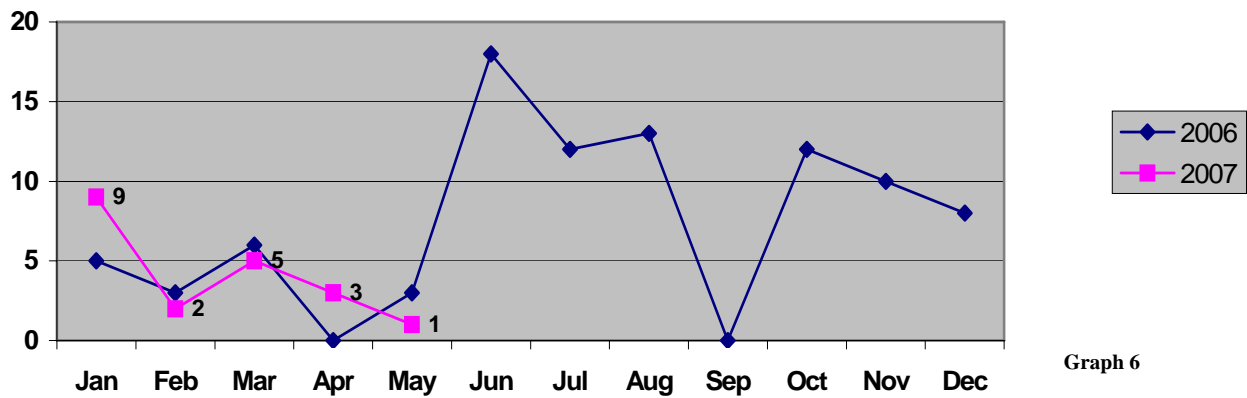
Graph 4

Telemarketing Complaints: (Most Complaints: Sprint Nextel)



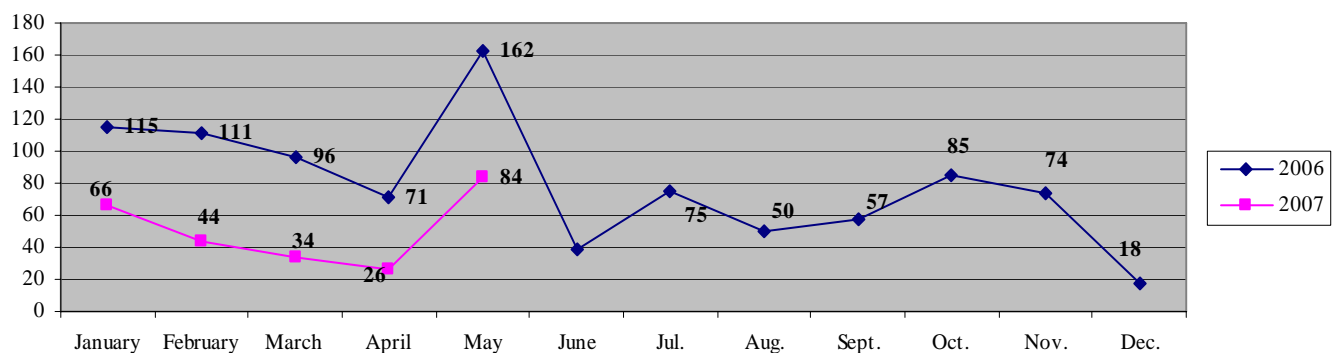
Graph 5

Telemarketing Solicitor New Applications Approved:



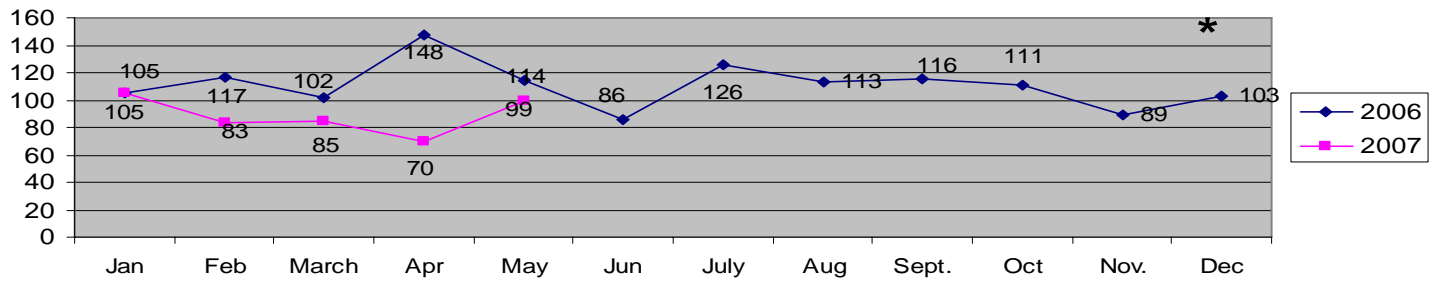
Graph 6

Do Not Fax Complaints:



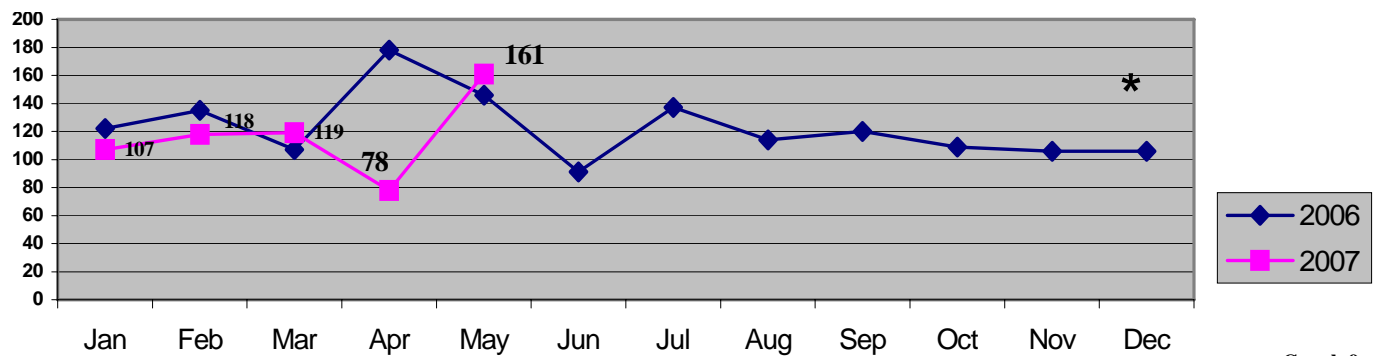
Graph 7

TDAP Applications Approved:



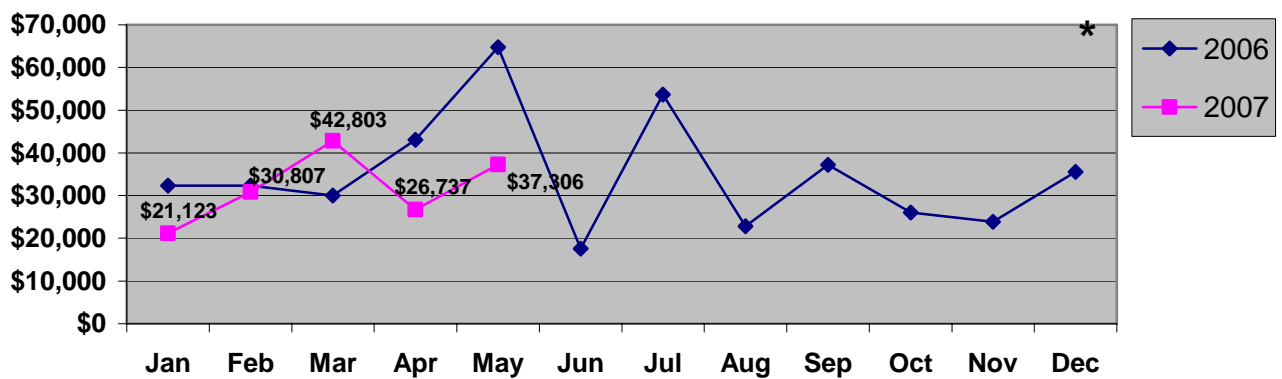
Graph 8

TDAP Devices Ordered:



Graph 9

Total Cost of TDAP Devices Ordered:



Graph 10

*Capitel equipment was initially ordered in May 2005